

## Summary of Feedback for the CLP Group 2015 Sustainability Report

For the second year in a row, CLP Group's 2015 Sustainability Report was written in accordance with the Global Reporting Initiative's (GRI) G4 "Core" guidelines and Electric Utilities Sector Disclosures, as well as the Hong Kong Stock Exchange Environmental, Social and Governance (ESG) Reporting Guide.

To help readers easily locate the description of our approach to materiality, we utilised the GRI Materiality Disclosures Service to highlight the relevant indicators. We also engaged the GRI SDG Mapping Service to assist readers in identifying where our strategy and activities align with the United Nations Sustainable Development Goals (SDGs).

Similar to years past, PricewaterhouseCoopers (PwC) provided limited assurance at the Group level on a number of key performance indicators.

### **Feedback Summary**

A total of 23 feedback responses were received for the 2015 Sustainability Report through our online feedback form, which complemented other feedback we received from industry organisations. The feedback primarily came from corporate readers, academics or researchers, and students. Although responders read our report for many reasons, most did so for general interest or to evaluate CLP's sustainability performance.

The main feedback on the report style and presentation were as follows:

- **Reading Experience:** Reviewers liked the design and illustrations, although they suggested that the font size and colors could be enhanced or the report could include more pictures and graphics with fewer words.
- **Messaging:** One reviewer noted that the report emphasised the positive aspects of CLP's sustainability performance and suggested that if the report were a bit more self-critical it would enhance CLP's credibility.
- **Videos:** Reviewers liked the "interview" approach to the videos this year and observed that while our leaders clearly state CLP's commitment to Sustainability and the logic behind the commitment, they wished there was more passion in the message.
- **Materiality:** One organisation noted that the materiality assessment could be improved by further strengthening the explanation of why the identified aspects were the most material.
- **Assurance:** Some reviewers noted that more and more organisations were progressing from "limited" assurance similar to the type obtained by CLP, to more rigorous, "reasonable" assurance.

In addition, we also received a few comments on CLP's sustainability performance:

- One reviewer complemented the focus on economic sustainability and appreciated CLP's realistic view on the different approach to Sustainability in the developed vs developing world. They also noted that the sharp forecast drop-off in CLP's carbon intensity looked optimistic.
- Several readers noted CLP's performance on individual data points, including a sharp increase in CLP's environmental license limit exceedances and the gender ratio of the Board.
- One reader asked that we expand the scope of our reporting to include a full lifecycle assessment of our generation assets.

### **Donations in recognition of stakeholder feedback**

As a token of appreciation to our stakeholders who provided feedback to our 2015 Sustainability Report and 2015 Annual Report, we have made a donation of HK\$350,000 to Changing Young Lives Foundation to support new immigrant families in Hong Kong and The Hong Kong Society for Rehabilitation for providing quality rehabilitation services to children with disabilities in orphanages in Mainland China.